

COPPERLAKE ESTATES

A Senior Lifestyle Community

Resident Handbook

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Staff

Lee Holland, Executive Director
Dalton Bryan, Director of Plant Operations
Amber Saunders, Business Office Manager
Andrea Ortiz, Director of Sales & Marketing
Laura Frederici, Sales Counselor
Director of Dining Services
Kendra Holder, Director of Resident Programs
Amy Wilson, Director of Assisted Living

Amenities

Library—Located on the second floor; residents are encouraged to borrow and exchange books at their leisure.

Laundry Rooms—Located on each floor; residents use the machines on a first come, first serve basis. The laundry facilities are operated on a non-coin operation. Please do not leave clothes for an extended period of time in either machine. It is also important to be a good neighbor and remove lint from the dryer filter after each use.

Beauty/Barber Shop—Located on the second floor; residents can schedule appointments with the Concierge. Payment for services is made directly to the beautician.

Community Room—Located on the second floor; this room is utilized for large meetings and events. Residents can reserve this room for a large gathering or party. Reservations should be made through the receptionist.

Dining Room—Located on the first floor; this is where all meals are served unless otherwise posted. There are no assigned seats, therefore, residents are encouraged to move around and get to know each other.

Administrative Offices—Located on the first floor; residents are encouraged to get to know the administrative team by visiting them in their offices. There is a copy machine and fax machine that residents can utilize with assistance.

Sitting Areas—located on first, second and third floors, residents are encouraged to visit in these common areas.

Please Note: All residents, staff and visitors are asked to dress appropriately in all common areas at all times, especially during all meals, activities and/or events. It is up to the discretion of the management what appropriate dress is at any time in any common area.

Guidelines for appropriate dress:

- **No Pajamas, bathrobes, or housecoats in common areas***
- **Shoes must be worn in common areas**

***Common areas are any areas outside of your apartment**

The intent of Copper Lake Estates is to provide a comfortable environment for all residents. We do not want to offend anybody and hope that these guidelines are helpful to everyone.

Copper Lake Estates is an Independent Living Community designed and staffed to provide the following services:

Ambassador Program:

Resident volunteers work together to welcome new Residents to Copper Lake Estates and by serving as a point of contact for questions or concerns. Ambassadors enjoy meals with the new Residents, invite them to participate in activities and help with the transition of life at Copper Lake Estates. They also reach out to existing Residents who need a friend or a helping hand, who are ill or those who just need a "good neighbor." This is a wonderful volunteer opportunity and interested Residents may contact the Programs Director for more information.

Dining Services

The Dining Services Department at Copper Lake Estates strives to achieve the finest quality of food and service. Breakfast, lunch and dinner are offered in the spacious and cheerful Lakeside Dining Room located on the 1st floor.

Daily menus are posted outside the Dining Room. A weekly menu is available at the Concierge desk and menus are on the tables.

Three nutritious, well-balanced meals will be served Monday-Sunday in the restaurant-style main dining room. Residents will be provided a selection of entrees, vegetables, desserts and beverages. Food will be prepared to allow those residents following a heart-conscious, low-fat, or diabetic diet to have appropriate choices during any meal period.

The selective menu allows numerous choices and changes every day as part of menu rotation. Breakfast, lunch and dinner are served restaurant style. On special occasions such as holidays, meals will be served buffet style. Residents and their guests will be greeted at the entrance by the Dining Room Host/Hostess and are then seated at a table where they are promptly waited on. There are no regular table assignments. Efficient and courteous Servers receive food orders and serve the meals in gracious style.

The Dining Room will only be open for seating during the following times:

- Breakfast 7:15 am - 8:30 am
- 1st Lunch starts 11:15 – 11:30 am
- 2nd Lunch starts 12:00 – 12:15 pm
- 3rd Lunch starts 12:30 – 12:45 pm
- 1st Dinner starts 4:15 – 4:30 pm
- 2nd Dinner starts 5:00 – 5:15 pm
- 3rd Dinner starts 5:30 – 5:45 pm

Residents may feel free to come to the Dining Room at any time during these hours. Meals need not be finished within the times indicated.

Guests must obtain a ticket by purchasing at the Concierge desk with cash or the amount can also be added to your monthly statement. You must then present this ticket to your server.

Removing Food from the Dining Room:

For breakfast and holiday meals, Residents may eat what they choose from the buffet, but are not allowed to personally remove any food except bananas. The staff must handle all food put into "to go" containers for yourself, spouse or co-resident.

At lunch and dinner, Residents are welcome to a selection from the menu. A selection from the menu is defined as two (2) starters, entrée, dessert and choice of beverage. If unable to finish one of the selections, he/she may take it home. Unless otherwise requested, portions will be for average consumption. Residents may at any time request smaller or larger portions.

Room Services and "To Go" Orders:

Room service and "to go" orders are available by calling 340-5311. Please follow the schedule below:

<u>Meal:</u>	<u>Call By:</u>	<u>Delivered:</u>
Lunch	10:30am	after 1:00pm
Dinner	3:30pm	after 6:00pm

In the event that a resident is unable to go to the dining room for a meal (due to an acute illness or an injury) the Dining Services Department can provide meals. Just call or come by the concierge desk to turn in the order by the above times listed. Please request tray service at least one hour prior to the stated meal times. If more than two meals per month are requested, there will automatically be a \$5.00 delivery charge per meal added to the resident's monthly statement.

Guests:

Family and friends are always welcome at Copper Lake Estates, and Residents are encouraged to entertain guests as often as they wish. Copper Lake Estates appreciates reservations made 24 hours in advance for any guest Residents may bring in case extra tables are needed to accommodate everyone in the Dining Room. Usually, if there are more than two guests at any meal, extra tables will be needed. If notification was not given in a timely manner, the guests and/or Residents may have a delayed lunch.

The ancillary meal charge for guests over the age of 12 is as follows:

- Breakfast - \$7.00
- Noon Meal - \$7.00
- Evening Meal - \$7.00
- Guests age 4 – 12 will be charged \$5.00 per meal
- Guests under the age of 4 will not be charged
- Guests at Special Holiday Events—\$14.95 per meal

Catering/Private Parties:

Residents may request catering services for large groups they are hosting in any of our communities. Any catering requests should be made to the Director of Dining Services.

Elevators:

Elevators have been installed with many safety devices to ensure their dependability. However, in the unlikely event of an elevator malfunction, a telephone located directly below the control panel will enable the passenger to obtain necessary assistance. Once the phone is lifted from the receiver it automatically rings the Concierge Desk. Residents are reminded that elevators should not be used during an emergency evacuation or fire.

Activities/Programs:

A full schedule of activities and special programs is planned each month. Through the Wellness Everyday program Copper Lake Estates strives to provide rich, diversified, stimulating programs that include fitness, social, spiritual, emotional and vocational, nutritional and educational components.

To keep Residents informed on upcoming community programs, we publish monthly calendars. The calendar is distributed to each Resident at the end of the proceeding month. Weekly highlights and activities sheets that include the upcoming week's Dining Room menu are passed out each Saturday evening to let Residents know of upcoming programs and if there are any program changes.

Alcoholic Beverages

Every Friday at 3:00pm there is a Happy Hour in our Lobby.

Transportation

Staff will provide scheduled transportation to doctor visits, shopping, banks, and arranged activities. Transportation must be scheduled 24 hours in advance with the Concierge. Please sign up at the Concierge Desk.

Policy: Copper Lake Estates will provide transportation to residents of Independent and Assisted Living Communities. There are procedures and schedules that residents must follow in order for the transportation system to run smoothly.

Definitions: Scheduled Transportation-Specific destinations established by the Programming Department for shopping, banking, going to the Post Office, and running miscellaneous errands.

Scheduled Outings-Specific outings scheduled by the Programming Department for enjoyment.

Personal Transportation- When residents use the bus for transportation to appointments.

Procedures: Scheduled Transportation and Scheduled Outings are printed monthly on the Programming Calendar. Residents are able to schedule Personal Transportation as long as it is available.

Residents will Sign Up for transportation at the Concierge Desk. Residents will either sign their own name on a list for Scheduled Transportation or a Copper Lake Estates employee will write their name on a list.

Residents scheduling Personal Transportation will be required to provide the following information:

Name (*Jane Doe*)
Destination (*Dr. Jekyll*)
Address (*123 First St., Edmond*)
Telephone Number of Destination (*405-555-4321*)
Time of Appointment (*9:00 a.m.*)

The bus driver will confirm or deny each Personal Transportation request based on transportation availability and destination.

If the destination for Personal Transportation is farther than 15 miles from Copper Lake Estates, there will be an automatic \$25.00 Trip Charge assessed to the passenger. Whenever a destination is farther than 15 miles, the bus driver will stay at the appointment location, therefore no other Personal Transportation can be offered during that time.

Exclusions: There will be no Personal Transportation or Scheduled Transportation available on Friday, Saturday or Sunday. There will be no transportation on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

There will be no Personal Transportation scheduled after 3:30 p.m. Monday thru Thursday. Residents who have Personal Transportation scheduled before 3:30 p.m. but are not ready to be picked up until after 4:30 p.m. must make their own arrangements for return pick-up.

Safety: Passengers on the bus must allow an attendant (driver, volunteer or other staff person) to assist them on and off the bus. Passengers must secure their belongings so that while the bus is in motion items do not roll around on the floor causing a distraction to the driver. Passengers must stay seated while the bus is in motion.

Bus Accessibility: The bus can accommodate 12 passengers in the regular seats and 2 non-motorized wheelchair passengers or 1 motorized wheelchair passenger. The "lift" used for the wheelchairs can also be used if a passenger is unable to walk up the stairs into the bus.

When leaving the building each resident is asked to sign out and then sign back in at the Concierge Desk. The "log" assists us during an emergency situation when each resident is to be counted.

Beauty and Barber Salon:

Licensed cosmetologists are available and offer a full range of beauty and barber services. Appointments can be scheduled by calling the Concierge Desk and requested to be connected to the Beauty Salon. Salon services will be paid directly to the operator. This is a concession establishment and the operators are not employees of Copper Lake Estates, therefore, tipping is permitted.

Building Security

Staff is available twenty-four hours a day for each resident's safety and security.

Visitors are to check in at the Concierge desk before going to their destination

The main entrance to the building is kept unlocked during regular business hours and will be locked in the evening at sunset. You may then ring the bell located inside the front entrance.

Visitors should always enter at the front entrance and check in at the Concierge Desk.

Weapons Policy -

The Community strictly prohibits possession of any/all firearms and ammunition by anyone on the Community property at any time. Any resident of the Community or visitor to the Community identified as having any firearms, ammunition or other implement primarily intended for use as a weapon in their possession (either openly visible or concealed) while on Community property shall immediately be asked to remove the firearm, ammunition or other implement primarily intended for use as a weapon from the Community property, regardless if there is a legal permit which allows possession of the firearm, ammunition or other implement primarily intended for use as a weapon.

The Community shall notify local law enforcement for assistance if any resident of the Community or visitor to the Community fails to immediately remove the firearm and/or ammunition or other implement primarily intended for use as a weapon from the Community property.

Any resident failing to comply with this policy shall be deemed a violation of their residency agreement and shall be given written notice to permanently vacate the Community.

Resident Visitors and Contractors—Access and Authorizations

All contractors should always access Resident apartments and public areas by entering through the front lobby doors, signing in at the Concierge Desk and having the

Concierge call the Resident for authorization to precede to the Resident's apartment or to another agreed upon location. The Concierge will remind them to sign out at the Concierge Desk upon departure. Contractors are NOT allowed to solicit their business or services while conducting business for another Resident.

Residents who contract with private vendors are well advised to request from their vendor(s) proof of workers compensation insurance, liability insurance and performance bond. Management also recommends that Residents verify their renter's insurance covers any damage or theft by their contractor or injuries to the contractor/contractor's employees during the course of services rendered.

Resident Safety

When a resident is leaving overnight or for an extended number of days, please notify the Concierge.

Each apartment at Copper Lake Estates is equipped with an emergency pull cord system as well as a fire alert system. These systems will summon help in an emergency. Should a resident need immediate assistance the pull cord should be activated and staff will respond promptly. The staff will help the resident determine if medical assistance is necessary. The staff may assist by calling "911" or by calling a family member.

In the event that staff and residents have not seen a particular resident over an extended period of time, or a resident has not maintained a regular routine, staff may call a resident on the telephone or go to that apartment to see if there is a problem.

Procedure for use:

1. By pulling the wall mounted cord in the bathroom, a signal will be transmitted to the Concierge Desk. The Concierge will try to contact the user immediately by phone. If the user cannot get to the phone—DO NOT PANIC! But be aware that when the phone is ringing it is an indication that the signal has been received and help is on the way.
2. Trained Copper Lake Estates staff will assess the situation and render or dispatch aid as needed.
3. If the Concierge feels that a paramedic or ambulance is needed, he/she will summon them immediately. However, if the situation is a dire emergency the resident should dial "911" immediately in order to save time.
4. In an emergency Copper Lake Estates personnel will also contact designated family members or those indicated on the emergency contact list. The emergency contact forms are at the Concierge Desk.
5. In life-threatening situations, efforts will be aimed at providing comfort measures until emergency response medical treatment arrives.

Communications:

Copper Lake Estates strives to facilitate communication that is open and timely. Many ways and opportunities are provided for Residents to communicate both with the Administration and with each other, so that events, facilities, services and policies meet

Resident expectations and surprises are reduced to a minimum. The following methods of communication are some of the networks available to help you become an active community participant.

1. The Executive Director is available for appointments.
2. Department Directors are readily accessible and available for appointments.
3. The Programs Director is available for appointments.
4. The Resident Council meets monthly and the minutes are published and posted in the Library located on the 2nd floor. The Council has a number of committees concerning a variety of Copper Lake Estates' activities.
5. A Suggestion Box is located at the Concierge Desk.
6. A Program and Events Calendar is published monthly that includes Wellness Everyday programs and special events. This calendar includes information pertaining to the Transportation schedule as well.
7. The weekly Dining Room menu is available for pick up at the Concierge's desk on Saturday evenings to let residents know what the entree's will be for the following week.
8. To find out if the mail is in, residents may look for the "Mail In" sign to be turned over. The sign is located next to the mail boxes. An "X" means the mail has not yet come.

Concierge Services:

The Concierge Desk serves as the information center and hub of all activities regarding Resident business. The primary functions of the Concierge Desk are as follows:

1. Receive requests for maintenance.
2. Receive requests for photocopies. Photocopies are 10 cents per sheet.
3. Sending and receiving faxes. Sending faxes costs \$1 per fax.
4. Receive requests for Guest Suite reservations. The cost is \$90.00 per night and includes breakfast in the morning.
5. Receives incoming Resident packages. Calls each Resident to notify him/her of the package.
6. Contact for laundry services.
7. Coordinate transportation.

Confidentiality:

All personal information that is shared with a Copper Lake Estates staff member is to be maintained in confidence. Staff are continually reminded and trained about the issues of confidentiality. Copper Lake Estates makes every effort to protect Residents' privacy in every way.

Employee—Resident Relations:

Copper Lake Estates' staff members are expected to be courteous and helpful at all times. If this is not the case, please direct all comments to the Department Director in

charge of the department or the Executive Director. Likewise, Residents are expected to treat staff professionally and courteously.

In order to achieve an equitable arrangement with all Copper Lake Estates staff members, Copper Lake Estates has adopted a "no tipping" policy. Because there are many employees whom Residents do not see, giving tips could be detrimental to the morale of the staff. Any staff member accepting a tip or a gift for services rendered will be subject to disciplinary action up to and including termination of employment.

Tipping is allowed in the Beauty and Barber Salon, as the operator(s) are not Copper Lake Estates employees.

Off Duty Relations and Staff Participation:

This is to clarify the scope of employee's interactions with Residents, on and off property, during business hours or after.

Residents should keep in mind that, like the Transportation Department, employees are generally encouraged to be involved with "group scheduled" programs, and strongly discouraged from engaging in activities that involve one on one contact, dinners, meetings, and outings with Residents. Also, some positions—Department Directors and Sales and Marketing Representatives in particular—are encouraged to attend certain functions such as Happy Hours, Resident birthday parties, anniversary parties, memorial services, meals in our Dining Room and other Resident group functions; these are exceptions to the rule and are listed in their job description.

The only other exception to the rule would be in the case where staff assistance is needed—drivers, aides to help Residents with ambulation, medical assistance, etc. In these cases, the employee is on duty and it is in their job descriptions. The employee will be paid by Copper Lake Estates for their time with Residents. Employees are not permitted to offer transportation in their personal vehicles to Residents.

Employee Concerns:

When staff members have issues concerning their employment at Copper Lake Estates, they are required to follow the chain of command with their questions and/or concerns. Effective use of the chain of command requires that the staff member first speak with their Supervisor/Manager, then their Director and then the Executive Director and/or the Human Resources Director.

The management of Copper Lake Estates might find it necessary to utilize disciplinary action and/or terminate a staff member's employment. These matters are handled consistently and fairly according to Senior Lifestyle Corporation policies. Out of respect for the staff member(s) involved, management is not at liberty to discuss the details of disciplinary matters with Residents or with other nonessential staff members. It is never appropriate for staff members to discuss employment-related issues and concerns with our Residents. We thank you in advance for your concerns about our staff and hope you understand our need to handle employee matters according to our policies.

Mail

Each resident has a mailbox located on the first floor, near the administrative offices. The mailboxes are accessed, with a key, by each resident and the U.S. Postal Service. A \$5.00 fee will be assessed for lost mailbox keys.

Your mailing address is:

**1225 Lakeshore Drive, Apt _____
Edmond, OK 73013**

There is also an outgoing mail slot, and we do accept parcels.

When a resident will be gone for several days, we ask that they notify the U.S. Postal Service to hold mail in their absence. If they are a newspaper subscriber, we ask that you make arrangements for the proper storage of delivered papers, or cancel delivery for their absent period.

Monthly Statements

Residents will receive their statements on the 25th of the month. Monthly statements will include rent, guest meals, or other charges you may have incurred. Payment is due by the 1st of the month. Payments may be made to the Concierge Desk at which time a receipt will be issued. You will be assessed a late fee of \$125.00 if payment is not made by the 5th day of the month.

Smoking Policy – Effective July 1, 2014

Copper Lake Estates is a SMOKE-FREE community. There is to be **no smoking** anywhere on the campus by anyone. It is very important to adhere to this policy out of respect to the health and safety of your neighbors and friends. Failure to adhere to this policy will result in action up to and including early termination of the residency agreement.

Maintenance

Maintenance staff will maintain/repair all built-in appliances and structural systems in the residence.

Maintenance Requests—our maintenance department will perform routine and emergency maintenance only on the apartment. When a resident has maintenance need, a work order request must be made. Please report all requests to the Concierge. A work order will be written and submitted to the Maintenance Department. When the job is complete, the Maintenance Director or another staff member will leave a signed copy of the completed work order in the residence, solely for the resident's information.

****Please note that all residents are responsible for the maintenance and cost of repairs of all personal items in or out of their apartments.**

Maintenance staff will change light bulbs for fixtures attached to the building and filters as needed. Additional work requests for residents will be performed at a fee to cover the cost of materials and labor.

Housekeeping –

Each apartment has a designated day for weekly housekeeping. Residents are notified of the day that their apartment will be cleaned. Housekeeping duties include: light dusting (the housekeepers are not allowed to move items to dust), sanitizing kitchen and bathroom(s), vacuuming carpets, change flat linens. If a resident would like their mattress/mattresses turned over, please report it to the Concierge, as this is a maintenance issue. In addition, if you choose or are unable to have your apartment cleaned during your scheduled day or time, the housekeeping department will not be able to provide cleaning until the following week during your regularly scheduled day or time.

Laundry –

Residents may have personal clothes laundered with a fee of \$5.75 charged per load. This includes: pick-up, wash, dry, hang, fold and return. The instructions for operating the washing machines are located on the lid. Please do not leave laundry in the washers or dryers for an extended period of time.

Trash –

There is a trash pick-up service every Sunday and Wednesday night. Each resident will need to put their trash in a leak proof bag, tied securely, and place it in the hallway outside their apartment door.

Extermination—there is regularly scheduled days for extermination service. Please report additional requests to the Concierge.

Balconies, Patios, and Facility Exterior:

The balconies and patios of Copper Lake Estates are highly visible to guests and to the public. In order to maintain the outside appearances of Copper Lake Estates, the following list applies to all balconies and patios:

1. Only appropriate furniture and small plants should be placed in these areas.
2. Towels, bathing apparel and clothing shall not be placed on balconies.
3. For consistency of appearance, mini blinds or verticals blinds may be installed on all windows.
4. Residents on upper floors are to be particularly aware and cautious in order to prevent objects or debris from falling on the balconies of neighbors below. This includes, but is not limited to, bird feeders, which are not allowed on upper balconies.
5. The American flag may be displayed.

Dispute Resolution and Grievance Procedures

The resident and/or family/representative should report any problem and/or grievance without fear of reprisal or retaliation as soon as a concern arises to allow a speedy

resolution before the problem escalates. The complaint should be made in writing, if possible, to the management for consideration and resolution. Problems and/or grievances may be reported to the following persons:

- 1.) The departmental supervisor;
- 2.) The community director; or
- 3.) A member of the Resident Council.

The issue will be investigated by management or management's designee and the investigation results will be documented. Management will solicit the aid of any outside agencies deemed necessary to bring about a satisfactory resolution of the issue. The resident will be informed of the outcome of the investigation and the proposed steps to remedy the problem, if a remedy is possible that will not adversely impact residents and/or staff.

If the issue is reported to the Resident Council, the Council will discuss the issue at its next scheduled meeting and will offer recommendations to the Executive Director. The Executive Director will evaluate the recommendations and report to the Council what steps are possible for a solution.

Written documentation of each complaint, investigation, resolution, and follow-up will be maintained by the Executive Director.

If the resident does not receive what they believe to be an adequate solution, the issue may be addressed in writing to the Regional Director of Operations. This address is available from the Concierge. We would like to recommend that you work with the management for a more timely resolution to you or your loved ones concern.

Issues dealing with abuse, neglect, exploitation, or theft of resident's property will be reported to the appropriate state agencies.

Explosives and Highly Flammable Materials:

To ensure a safe community, no explosives or highly flammable materials, such as kerosene or paint stripper, may be brought or stored in any area, except under the supervision of the Copper Lake Estates Director of Plant Operations.

Emergency Procedures

Fire Safety:

Residents must maintain their premises so as to minimize fire and safety risks and dangers for themselves and others. Unsafe or hazardous conditions should be immediately reported to Copper Lake Estates Management. Residents are required to comply with all standards and requirements set by Copper Lake Estates' Management, in its sole discretion, in order to conform to applicable fire and safety codes and to otherwise minimize the dangers inherent in such risks. All Residents are required to comply with applicable fire and safety codes, but in some instances, Copper Lake Estates' fire and safety standards, requirements and instructions may be more stringent. A Resident's continued occupancy is conditioned on the conformity by the Resident (and the Resident's premises) with applicable codes and Copper Lake Estates' standards, requirements and instructions.

Copper Lake Estates has been constructed with rigorous fire safety standards in mind. Some of the fire safety features built in at Copper Lake Estates include fire walls, complete sprinkler systems, and an automated fire alarm panel with fire sensing devices throughout the complex which are tied directly to a 24-hour, off site monitoring station. In addition, the emergency call system will automatically notify the Concierge Desk if a smoke or fire alarm is activated in your living unit. Upon hearing the alarm, please turn off the stove, air conditioner/heater and fans and all unnecessary electrical devices.

If a Resident sees or smells smoke, they should quickly turn in an alarm by either pulling the nearest Fire Pull Station or by calling the Concierge. Residents should not open any doors or windows unless they are told to do so. Smoke does greater damage by incapacitating people than does an actual fire.

Routine fire drills will help residents know what to do in an actual emergency. The following procedures should be followed:

Upon hearing the fire alarm, a resident should move quickly to the exit nearest their apartment or their current location and proceed to exit the building as needed. You are required to be familiar with the location of all fire exits and move towards them when the alarm sounds. **Elevators may never be used when the fire alarm sounds.**

Upon discovery of fire or smoke the fire department should be called by dialing "911" and the nearest staff member should be notified. Next, proceed to the nearest exit and leave the building. By notifying a staff member, that staff member can sound the fire alarm and the whole building will be notified and will exit appropriately. The fire department will respond and will determine when and if residents will be able to return to their apartments.

During fire emergencies, Residents are asked to remain calm and if necessary the Fire Department or the Administration at Copper Lake Estates will provide them with additional instructions.

The Concierge/Front Desk will be assisting in the emergency so please do not call the desk.

Severe Weather Warning

Severe weather, in the form of high winds, thunderstorms, and tornadoes normally extended from March until September. These conditions can develop at other times; however, this period of time is when conditions are most likely to develop.

Terminology:

Thunderstorm Watch—conditions exist for development of a thunderstorm, although none have been detected.

Thunderstorm Warning—thunderstorms are confirmed and active in the area. Be prepared to take cover if conditions warrant.

Tornado Watch—again, conditions are right for this type of weather activity to develop, although none have been detected.

Tornado Warning—a tornado or multiple tornadoes have been spotted and confirmed. The time to move to the shelter area is now.

Tornado Emergency Procedure

1. If a resident prefers to stay in their apartments, the most advisable place would be the bathroom.
2. Stay away from long hallways that create wind tunnels.
3. Never use any FIRE procedures for a TORNADO!!!
4. The stairwells have been designated as the tornado shelters

Snow Emergency Procedure

1. Keep in mind you will have a limited staff when a snow emergency occurs.
2. Residents should have emergency food items and bottled water in their apartment.
3. The answer machines should be left on.
4. There is at least 4 days worth of emergency food stored within our building.
5. Keep a battery-powered radio and flashlight ON SITE.

Power Outage Disaster

1. Each resident should have a battery flashlight. All residents should stay in their apartment.

Disaster Kit for Your Home

- One gallon of water per person, per day
- Extra blankets
- Any medical items needed for survival (meds, diabetic foods, insulin, etc...)

Safety Features

Staff will be available 24 hours daily to respond to emergency alarms and to summon medical assistance through 911.

Staff will be available 24 hours daily to monitor building access.

Hallway Safety

Hallways should remain obstacle-free at all times to prevent injuries or delay while exiting the building in an emergency. If there is concern or a question regarding objects in the hallway, please address them with the Executive Director.

Lost and Found

Residents are encouraged to keep their apartments locked to assure their personal belongings are safe. Copper Lake Estates is not responsible for loss or theft of any personal property of residents, their guests, visitors, employees, patients, or contractors. Lost items should be reported to the Concierge. Items found in the Community or on the grounds should be turned in to the Concierge. In the event that an item is misplaced or missing, Copper Lake Estates should be notified immediately.

Newspaper Delivery

Residents are encouraged to subscribe to a local newspaper. Residents should maintain their own subscriptions. *The Daily Oklahoman* is delivered to your apartment door early in the morning. Copper Lake Estates subscribes to *The Daily Oklahoman* and residents are welcome to read the paper in the library or take it to another location to read it and return it later.

Pet Policy

The following guidelines will govern the presence of pets in Copper Lake Estates:

- 1.) This policy is designed for residents to have the opportunity to bring their beloved family pet that they have grown attached to over the years.
- 2.) All pets are subject to an initial review by Copper Lake Estates management to determine whether or not the pet is acceptable for living at Copper Lake Estates.
- 3.) The only pets considered for occupancy will be small dogs (unless use of a service animal is required), house cats, birds, and fish. A copy of current veterinarian records will be required by move-in to show that the cat, dog, or bird is in good health and that shots are current. The resident will be required to keep all required vaccinations for the animal current and to provide a copy of such to the office.
- 4.) Dogs and cats will require a non-refundable pet deposit of \$500; birds and fish will require a non-refundable pet deposit of \$100. **This deposit may be waived in cases where the assistance of a service animal is required.**
- 5.) Cats must be de-clawed, a "house" cat, neutered or spayed, and trained to use a litter box. A resident is limited to only one cat per apartment.
- 6.) The cat owner will provide a litter box maintained with odor reducing kitty litter and will empty the box a minimum of once a week or more often if deemed necessary by Copper Lake Estates management.
- 7.) Dog owners will be responsible for "picking up" after the dog daily.
- 8.) The pet owner will be responsible for supplying and cleaning any pet cage, crate, etc., not Copper Lake Estates staff.
- 9.) No animals will be allowed in the Common Areas of the community without proper restraint, including hallways and the dining room. **This provision is waived for medically required service animals.** When entering or exiting the community with a pet, the pet owner must have the animal on a leash. This rule will apply to visiting pets, also.
- 10.) The resident will be required to cage or crate the animal within the residence when Copper Lake Estates staff must enter the residence to provide service. The resident will be responsible for any injury to Copper Lake Estates staff or other residents caused by the pet.
- 11.) If, in the opinion of Copper Lake Estates management, a resident becomes unable to care for his/her pet, the Copper Lake Estates Executive Director has sole authority to determine that a change needs to be made. The Director may implement a change by giving a resident up to ten (10) days to make other arrangements for the pet.
- 12.) If Copper Lake Estates management determines a pet to be a nuisance to the Copper Lake Estates community and other residents, the Copper Lake Estates

Executive Director will give the resident up to five (5) days to correct the situation. If the situation is not corrected within this time-frame, the Copper Lake Estates Executive Director will give the resident up to ten (10) days to make other arrangements for the pet.

- 13.) Copper Lake management reserves the right to limit the total number of pets in the community.

Motorized Ambulation Aids

Copper Lake Estates Retirement Community will admit a resident that utilizes a motorized aid for ambulation.

- 1.) The Resident agrees to operate the device at a speed that is comparable to, or less than, the speed at which the average resident walks.
- 2.) The Resident, by signing the Residency Agreement, agrees to be responsible for any injury to persons or damage to property caused by the use of the device. Damage caused by resident to property will be billed to resident as \$45.00 per hour for repairs.
- 3.) It is required that the Resident supply proof of insurance for personal injury/property damage at a level of at least \$100,000. This insurance may be obtained as part of a renter's insurance policy. Costs vary by location and insurance carrier but usually fall within the \$125 - \$225 per year range.

Guest Overnight Stay

Residents are encouraged to offer overnight stays for visiting family members or friends. Copper Lake Estates offers an option for this purpose:

- One bedroom guest suite (Up to 3 adults) – Overnight guest fee is \$90.00 which includes breakfast
- Maximum stay is two weeks.

Worship Services

Sunday

9:15am Sunday school in the Chapel
10:00am Church Service in the Chapel

Monday

10:15am Catholic Service in the Chapel

Wednesday

1:30pm Bible Study in the Chapel

- All services are held in the Chapel located on the third floor.